

## FROM THE BOSS' DESK

*Submitted by Jim Rathlesberger, M.P.A., Executive Officer, Board of Podiatric Medicine. BPM is the Department of Consumer Affairs (DCA) unit that administers licensing of DPMs under the State Medical Practice Act. The following is taken from the DCA website: <http://www.dca.ca.gov/aboutdca/message.htm>*

### ***A Message from DCA Director Charlene Zettel***

Welcome to the State of California, Department of Consumer Affairs. We are the primary consumer protection resource for California residents.

Whether you're a consumer, a licensed professional or both, we are here to provide you with the resources and knowledge you need to protect your interests.



The Department of Consumer Affairs regulates many different industries and professionals, including contractors, auto repair technicians, doctors, architects and cosmetologists. We are here to help these professionals understand changes in their industries and provide them with the tools they need to serve the public well.

Our fundamental mission is to develop a fair marketplace where consumers can be assured of good quality service from a reputable business. In that effort, we help consumers when they have a question or concern. We can assist with filing a complaint, mediating a dispute or simply providing the right resources.

Our database of licensees is available to everyone. This is used to verify licenses, check for disciplinary actions and further provide the consumer with guidance to make an informed decision.

I am personally committed to the mission of this Department. My background as both a consumer and a licensee provide me with a unique perspective. I understand the importance of integrity in business and the need for consumers to be protected against unscrupulous or unlicensed enterprises.

The Department of Consumer Affairs is here for all Californians, continuing the tradition of providing protection, education and resources to consumers, licensed professionals and the people of this great state.

Charlene Zettel  
Director

*A wealth of helpful information is available to consumers and licensed professionals through the Department's Web site. You can file a consumer complaint online or e-mail us a question. If you prefer, call our Consumer Information Center toll-free at 1-800-952-5210. If you'd like to bring a matter to my attention, please e-mail me or call (916) 445-4465.*